Response Time Compliance

Fig. 1: Response Time Performance – combination of dispatch, system deployment & ambulance maintenance required to meet monthly compliance rate of 90% for an Exclusive Operating Area

Dispatches

Fig. 2: Dispatch – a call for service requiring a 9-1-1 Emergency Ambulance response, regardless of the final outcome and does not account for duplicate calls

Transports

Fig. 3: Transport – the movement of a patient from the scene of a dispatch to a hospital by a 9-1-1 Emergency Ambulance
Response Time Compliance

![Response Time Compliance Chart]

**Fig. 1:** Response Time Performance - combination of dispatch, system deployment & ambulance maintenance required to meet monthly compliance rate of 90% for an Exclusive Operating Area

Dispatches

![Discharges Chart]

**Fig. 2:** Dispatch – a call for service requiring a 9-1-1 Emergency Ambulance response, regardless of the final outcome and does not account for duplicate calls

Transports

![Transports Chart]

**Fig. 3:** Transport – the movement of a patient from the scene of a dispatch to a hospital by a 9-1-1 Emergency Ambulance

### REGION COMPLIANCE

- **Cypress:** 100%
- **La Palma:** 98%
- **Los Alamitos:** 99%
- **Seal Beach:** 99%
- **Stanton:** 99%
- **Unincorporated:** 95%

### REGION DISPATCHES

- **Cypress:** 648
- **La Palma:** 249
- **Los Alamitos:** 396
- **Seal Beach:** 1122
- **Home Wellness:** 22
- **Stanton:** 657
- **Unincorporated:** 115

*Home Wellness - a call for public assistance (Elli assist, back to bed, etc.) received/dispatched through the 9-1-1 system, responded to by BLS Ambulance without ALS/OCF/A, may be included in total dispatches*

### REGION TRANSPORTS

- **Cypress:** 463
- **La Palma:** 172
- **Los Alamitos:** 279
- **Seal Beach:** 698
- **Stanton:** 453
- **Unincorporated:** 81

*Transports - the movement of a patient from the scene of a dispatch to a hospital by a 9-1-1 Emergency Ambulance*
Response Time Compliance

<table>
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<tr>
<th>Region</th>
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<tbody>
<tr>
<td>Tustin</td>
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</tr>
<tr>
<td>Irvine</td>
<td>98.5%</td>
</tr>
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Fig. 1: Response Time Performance – combination of dispatch, system deployment & ambulance maintenance required to meet monthly compliance rate of 90% for an Exclusive Operating Area

Dispatches

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Fig. 2: Dispatch – a call for service requiring a 9-1-1 Emergency Ambulance response, regardless of the final outcome and does not account for duplicate calls

Transports

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<th>Transports</th>
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</thead>
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Fig. 3: Transport – the movement of a patient from the scene of a dispatch to a hospital by a 9-1-1 Emergency Ambulance

Fig. 2: Dispatch – a call for service requiring a 9-1-1 Emergency Ambulance response, regardless of the final outcome and does not account for duplicate calls
Response Time Compliance

![Response Time Compliance Graph]

**REGION COMPLIANCE**
- Laguna Woods: 99%
- Laguna Niguel: 100%
- Laguna Hills: 99%
- Dana Point: 99%
- Aliso Viejo: 99%

*Fig. 1: Response Time Performance - combination of dispatch, system deployment & ambulance maintenance required to meet monthly compliance rate of 99% for an Exclusive Operating Area.*

Dispatches

![Dispatches Pie Chart]

**REGION DISPATCHES**
- Laguna Woods: 1291
- Home Wellness: 49
- Laguna Niguel: 864
- Laguna Hills: 634
- Dana Point: 679
- Aliso Viejo: 551

*Fig. 2: Dispatch - a call for service requiring a 9-1-1 Emergency Ambulance response, regardless of the final outcome and does not account for duplicate calls or calls on the region border.*

Transports

![Transports Pie Chart]

**REGION TRANSPORTS**
- Laguna Woods: 858
- Laguna Niguel: 597
- Laguna Hills: 436
- Dana Point: 465
- Aliso Viejo: 358

*Fig. 3: Transport - the movement of a patient from the scene of a dispatch to a hospital by a 9-1-1 Emergency Ambulance, not including calls on the our side the region border.*
Response Time Compliance

REGION COMPLIANCE
Lake Forest 99%
Mission Viejo 99%
Rancho Santa Margarita 99%
San Juan Capistrano 100%
Unincorporated 97%

Fig. 1: Response Time Performance - combination of dispatch, system deployment & ambulance maintenance required to meet monthly compliance rate of 99% for an Exclusive Operating Area

Dispatches

REGION DISPATCHES
Lake Forest 1123
Mission Viejo 1702
Rancho Santa Margarita 561
San Juan Capistrano 905
Unincorporated 346

Fig. 2: Dispatch - a call for service requiring a 9-1-1 Emergency Ambulance response, regardless of the final outcome and does not account for duplicate calls or calls outside the region border

Transports

REGION TRANSPORTS
Lake Forest 716
Mission Viejo 1173
Rancho Santa Margarita 396
San Juan Capistrano 597
Unincorporated 224

Fig. 3: Transport - the movement of a patient from the scene of a dispatch to a hospital by a 9-1-1 Emergency Ambulance, excluding calls on the region border.